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Procedures for Customers Placing Mission-Critical and Priority Orders Through the European Client Support Center

GSA European Client Support Center has initiated special procedures to process mission-critical and priority Information Technology orders for Department of Defense, Homeland Security or other support agencies. Customers with standard IT requirements should expect to receive the same level of service they are accustomed to.

We are capable of supporting a client's request to issue Rated Orders in accordance with the Defense Priorities and Allocations System (DPAS) designation. "Rated Order" means a prime contract for any product, service, or material placed by a Delegate Agency under the provisions of DPAS in support of an authorized program. A Rated Order requires preferential treatment, and includes subcontracts and purchase orders resulting under such contracts.

There are two levels of priority for Rated Orders established by DPAS, identified by the rating symbols "DX" and "DO". In order of urgency, they are designated DX and DO. All DX Rated Orders have equal priority with each other and take preference over DO rated and unrated orders. All DO Rated Orders have equal priority with each other and take preference over unrated orders. DX ratings are used for special defense programs designated by the President to be of the highest national priority.

Points of Contact Europe

Stephen Triplett

Director

European Business Unit

816-823-4872

European Business Unit (Kansas City, Mo.):

Toll Free:

Germany: 0800-101-1114

United Kingdom: 0800-917-0460

CONUS: 866-289-5425

fts.ebu@gsa.gov

European Sales Office:

DSN: 375-5162

OCONUS: (49) 621-487-5162

fts.europe@gsa.gov

A valid Rated Order must contain (see 15 CFR 700.12) the following:

1. A priority rating consisting of the appropriate DO or DX rating symbol and a program or identification symbol to indicate the authorized program. **Please place your priority rating in the “description of work” block on the MIPR.** The list of approved programs and their identification symbols are listed in Schedule I of the DPAS available on our website at www.r6.gsa.gov/fts (select DPAS regulation, go to page A-35). For example, A1 identifies defense aircraft programs, A2 Missiles, A3 Ships, and A7 signifies defense electronic programs.
2. A required delivery date.
3. The signature and title of a government official authorized by the agency to designate Rated Orders.

European Client Support Center Points of Contact:

Contact your current Information Technology Representative (ITR) or Account Manager. If they are not available, please contact the following:

- Mannheim DSN 375-5162 Comm 0621-487-5162
- Kansas City DSN 312-465-1919 Toll-free 866-926-1919

For more information, please check our website at www.r6.gsa.gov/fts.